

## CLAIMS

We claim:

- 1 1. A method in a computing system for managing a service request, the method  
2 comprising:  
3 extracting service request information in a first form that is associated with a  
4 first source computerized service request management system;  
5 converting the service request information in the first form into service  
6 request information that is in a second intermediate form; and  
7 converting the service request information in the second intermediate form  
8 into service request information in a target form that corresponds to a  
9 target computerized service request management system.
- 1 2. The method of Claim 1, further comprising:  
2 using the service request information in the target form to perform at least  
3 one computer-implemented act from a set of computer-implemented  
4 acts comprising:  
5 creating a new service request record in the target computerized  
6 service request management system; and  
7 updating an existing service request record in the target computerized  
8 service request management system.
- 1 3. The method of Claim 1, further comprising:  
2 extracting service request information in a third form that is associated with a  
3 second source computerized service request management system that

4 is distinct from the first source computerized service request  
5 management system;  
6 converting the service request information in the third form into service  
7 request information that is in the second intermediate form;  
8 converting the service request information in the second intermediate form  
9 into service request information in the target form; and  
10 using the service request information in the target form to perform at least  
11 one computer-implemented act from a set of computer-implemented  
12 acts comprising:  
13 creating a new service request record in the target computerized  
14 service request management system; and  
15 updating an existing service request record in the target computerized  
16 service request management system.

1 4. The method of Claim 1, wherein the second intermediate form includes a list  
2 of service request element with a hierarchy of data components.

1 5. The method of Claim 4, wherein the hierarchy of data components includes a  
2 plurality of service request components, wherein each of the plurality of  
3 service request components includes one or more of:  
4 a service request common ID component;  
5 a service request base data component;  
6 a related parent area component;

7 a related root area component;  
8 a related contract component;  
9 a list of related contacts component;  
10 a list of related account component;  
11 a list of related owner component;  
12 a status data component;  
13 a related product component for defining internal and external products;  
14 a related installed product component for defining customer assets;  
15 a related business unit component;  
16 a list of related activity component; and  
17 a service request custom data component.

1 6. The method of Claim 5, wherein the service request base data component  
2 includes one or more of:  
3 an abstract component for summarizing the service request;  
4 a channel source code component;  
5 a closed date component for defining when the service request is closed;  
6 a commit time component;  
7 a description component;  
8 a service request number component; and  
9 a reported date component.

1 7. The method of Claim 5, wherein the related parent area component includes  
2 a parent area component, wherein the parent area component includes one  
3 or more of:  
4 a functional area common ID component;  
5 a base data component that can include a functional area name component;  
6 a list of related sub-areas component that can include any number of related  
7 sub-area components; and  
8 a functional area custom data component.

1 8. The method of Claim 5, wherein the related root area component includes a  
2 common ID for functional area.

1 9. The method of Claim 5, wherein the related contract component includes one  
2 or more of:  
3 a contract common ID component;  
4 a contract base data component, wherein contract base data component  
5 includes one or more of:  
6 a related contract description component;  
7 an effective-to date component;  
8 a type code component;  
9 a contract number component;  
10 an effective-from date component;  
11 a response code component;

12                   a response time component; and  
13                   a related contract custom data component..

1    10.   The method of Claim 5, wherein the list of related contact component  
2           includes a plurality of related contact components, wherein each of the  
3           plurality of related contact components includes one or more of:  
4           a common ID for a party component;  
5           a communication data for a party component;  
6           a data cleansing data component;  
7           a list of address of a party component;  
8           a list of relationships that a party can have with other entities component;  
9           a list of alternate ID component;  
10          a list of license data component;  
11          a custom party data component;  
12          a person base data component;  
13          a privacy data component; and  
14          a related contact custom data component.

1    11.   The method of Claim 5, wherein the list of related account component  
2           includes a plurality of related account components, wherein each of the  
3           plurality of related account components includes one or more of:  
4           a common ID for a party component;  
5           a communication data for a party component;

6 a data cleansing data component;  
7 a list of address of a party component;  
8 a list of relationships that a party can have with other entities component;  
9 a list of alternate ID component;  
10 a list of license data component;  
11 a custom party data component;  
12 a party base data component; and  
13 a related contact custom data component..

1 12. The method of Claim 5, wherein the list of related owner component includes  
2 a plurality of related owner components, wherein each of the plurality of  
3 related owner components includes one or more of:  
4 a common ID for a party component;  
5 a communication data for a party component;  
6 a data cleansing data component;  
7 a list of address of a party component;  
8 a list of relationships that a party can have with other entities component;  
9 a list of alternate ID component;  
10 a list of license data component;  
11 a custom party data component;  
12 a person base data component;  
13 a privacy data component; and  
14 a related contact custom data component..

1 13. The method of Claim 5, wherein the status data component includes one or  
2 more of:  
3 a priority code component;  
4 a severity code component;  
5 a status code component; and  
6 a sub-status code component.

1 14. The method of Claim 5, wherein the related product component includes one  
2 or more of:  
3 a product ID component;  
4 a product base data component;  
5 a product sales data component;  
6 a configuration data component;  
7 a related product line component;  
8 a list of price type component;  
9 a list of related inventory location component;  
10 a list of related product component;  
11 a list of related business unit component; and  
12 a product custom data component.

1 15. The method of Claim 5, wherein the related installed product component  
2 includes one or more of:  
3 a common ID of an installed product component;

4 an installed product base data component;  
5 a related parent installed product component;  
6 a pricing data component;  
7 a related product component  
8 a list of related party component;  
9 a list of related order component;  
10 a related inventory location component;  
11 a related business unit component;  
12 a list of attribute component;  
13 a custom data component; and  
14 a list of related installed product component, wherein the list of related  
15 installed product component includes one or more of:  
16 an external product ID component;  
17 an external product base data component;  
18 an external product sales data component;  
19 an external product configuration data component;  
20 an external product related product line component;  
21 an external product list of price type component;  
22 an external product list of related inventory location component;  
23 an external product list of related product component;  
24 an external product list of related business unit component; and  
25 an external product custom data component.



1 16. The method of Claim 5, wherein the related business unit component  
2 includes a related business unit common ID.

1 17. The method of Claim 5, wherein the list of related activity component  
2 includes a plurality of related activity components, wherein each of the  
3 plurality of related activity components includes one or more of:  
4 an access code component;  
5 a comment on action taken component;  
6 a duration component;  
7 an end date component;  
8 an activity number component;  
9 a reason code component;  
10 a start date component;  
11 a task description of action taken component;  
12 a type code component; and  
13 a related owner component.

1 18. A computer-readable medium carrying one or more sequences of instructions  
2 for managing a service request, wherein execution of the one or more  
3 sequences of instructions by one or more processors causes the one or more  
4 processors to perform:  
5 extracting service request information in a first form that is associated with a  
6 first source computerized service request management system;

7 converting the service request information in the first form into service  
8 request information that is in a second intermediate form; and  
9 converting the service request information in the second intermediate form  
10 into service request information in a target form that corresponds to a  
11 target computerized service request management system.

1 19. The computer-readable medium of Claim 18, further comprising:  
2 using the service request information in the target form to perform at least  
3 one computer-implemented act from a set of computer-implemented  
4 acts comprising:  
5 creating a new service request record in the target computerized  
6 service request management system; and  
7 updating an existing service request record in the target computerized  
8 service request management system.

1 20. A data structure for managing a service request, the data structure  
2 comprising a list of service request element with a hierarchy of data  
3 components.

1 21. The data structure of Claim 20, wherein the hierarchy of data components  
2 includes a plurality of service request components, wherein each of the  
3 plurality of service request components includes one or more of:  
4 a service request common ID component;  
5 a service request base data component;  
6 a related parent area component;  
7 a related root area component;

8 a related contract component;  
9 a list of related contacts component;  
10 a list of related account component;  
11 a list of related owner component;  
12 a status data component;  
13 a related product component for defining internal and external products;  
14 a related installed product component for defining customer assets;  
15 a related business unit component;  
16 a list of related activity component; and  
17 a service request custom data component.

1 22. The data structure of Claim 21, wherein the service request base data  
2 component includes one or more of:  
3 an abstract component for summarizing the service request;  
4 a channel source code component;  
5 a closed date component for defining when the service request is closed;  
6 a commit time component;  
7 a description component;  
8 a service request number component; and  
9 a reported date component.

1 23. The data structure of Claim 21, wherein the related parent area component  
2 includes a parent area component, wherein the parent area component  
3 includes one or more of:  
4 a functional area common ID component;  
5 a base data component that can include a functional area name component;  
6 a list of related sub-areas component that can include any number of related  
7 sub-area components; and  
8 a functional area custom data component.

1 24. The data structure of Claim 21, wherein the related root area component  
2 includes a common ID for functional area.

1 25. The data structure of Claim 21, wherein the related contract component  
2 includes one or more of:  
3 a contract common ID component;  
4 a contract base data component, wherein contract base data component  
5 includes one or more of:  
6 a related contract description component;  
7 an effective-to date component;  
8 a type code component;  
9 a contract number component;  
10 an effective-from date component;  
11 a response code component;

12                   a response time component; and  
13                   a related contract custom data component..

1    26.    The data structure of Claim 21, wherein the list of related contact component  
2           includes a plurality of related contact components, wherein each of the  
3           plurality of related contact components includes one or more of:  
4           a common ID for a party component;  
5           a communication data for a party component;  
6           a data cleansing data component;  
7           a list of address of a party component;  
8           a list of relationships that a party can have with other entities component;  
9           a list of alternate ID component;  
10          a list of license data component;  
11          a custom party data component;  
12          a person base data component;  
13          a privacy data component; and  
14          a related contact custom data component.

1    27.    The data structure of Claim 21, wherein the list of related account component  
2           includes a plurality of related account components, wherein each of the  
3           plurality of related account components includes one or more of:  
4           a common ID for a party component;  
5           a communication data for a party component;

6 a data cleansing data component;  
7 a list of address of a party component;  
8 a list of relationships that a party can have with other entities component;  
9 a list of alternate ID component;  
10 a list of license data component;  
11 a custom party data component;  
12 a party base data component; and  
13 a related contact custom data component..

1 28. The data structure of Claim 21, wherein the list of related owner component  
2 includes a plurality of related owner components, wherein each of the  
3 plurality of related owner components includes one or more of:  
4 a common ID for a party component;  
5 a communication data for a party component;  
6 a data cleansing data component;  
7 a list of address of a party component;  
8 a list of relationships that a party can have with other entities component;  
9 a list of alternate ID component;  
10 a list of license data component;  
11 a custom party data component;  
12 a person base data component;  
13 a privacy data component; and  
14 a related contact custom data component..

1 29. The data structure of Claim 21, wherein the status data component includes  
2 one or more of:  
3 a priority code component;  
4 a severity code component;  
5 a status code component; and  
6 a sub-status code component.

1 30. The data structure of Claim 21, wherein the related product component  
2 includes one or more of:  
3 a product ID component;  
4 a product base data component;  
5 a product sales data component;  
6 a configuration data component;  
7 a related product line component;  
8 a list of price type component;  
9 a list of related inventory location component;  
10 a list of related product component;  
11 a list of related business unit component; and  
12 a product custom data component.

1 31. The data structure of Claim 21, wherein the related installed product  
2 component includes one or more of:  
3 a common ID of an installed product component;

4 an installed product base data component;  
5 a related parent installed product component;  
6 a pricing data component;  
7 a related product component  
8 a list of related party component;  
9 a list of related order component;  
10 a related inventory location component;  
11 a related business unit component;  
12 a list of attribute component;  
13 a custom data component; and  
14 a list of related installed product component, wherein the list of related  
15 installed product component includes one or more of:  
16 an external product ID component;  
17 an external product base data component;  
18 an external product sales data component;  
19 an external product configuration data component;  
20 an external product related product line component;  
21 an external product list of price type component;  
22 an external product list of related inventory location component;  
23 an external product list of related product component;  
24 an external product list of related business unit component; and  
25 an external product custom data component.



1 32. The data structure of Claim 21, wherein the related business unit component  
2 includes a related business unit common ID.

1 33. The data structure of Claim 21, wherein the list of related activity component  
2 includes a plurality of related activity components, wherein each of the  
3 plurality of related activity components includes one or more of:  
4 an access code component;  
5 a comment on action taken component;  
6 a duration component;  
7 an end date component;  
8 an activity number component;  
9 a reason code component;  
10 a start date component;  
11 a task description of action taken component;  
12 a type code component; and  
13 a related owner component.